

State of South Carolina
Department of Probation, Parole
and Pardon Services

Training Catalogue

July - December, 2005

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Staff Development and Training

VISION

Staff Development and Training will achieve a standard of excellence in organizational development, and be recognized as a leader in state government training design and delivery by exceeding customer expectations and by maintaining a continuous focus on the changing needs of customers and stakeholders.

MISSION

Staff Development and Training will provide all personnel the opportunity to grow professionally and personally through their participation in quality core training, career development programs, quality councils and process improvement teams.

VALUES

Our values reflect who we are and the things for which we stand. We are committed to demonstrate these values to ourselves and those we serve. They are summarized as follows:

We will practice honesty, integrity, and patience.

We will value and encourage diversity.

We will promote creativity and self-discovery.

We will promote fairness and teamwork.

We will promote trust within the section and throughout the Department.

We will promote the concept of Quality through personal responsibility and accountability.

CORE TRAINING

Core training is designed to provide an individual with the specialized knowledge and skills necessary to best carry out their job assignment. Core training consists of Basic Training and In-Service training. Core training is mandated by Federal or State laws, rules, or regulations or Departmental Policy and Procedure.

BASIC TRAINING

All employees will be enrolled in an initial basic core training program. The duration and content will vary according to job classification.

LOGISTICS - BASIC CORE TRAINING

The Staff Development and Training Section will schedule and arrange lodging for participants in Basic Core Training. Examples are: New Employee Orientation, Basic Law Enforcement Training, Administrative Support Basic Training, DPPP Agent Basic Training.

IN-SERVICE CORE TRAINING

In-Service core training consists of annual training requirements that are mandated by Federal or State laws, rules or regulations or Departmental Policy and Procedure. Examples include: Firearms, PPCT/Defensive Tactics, Communicable Disease Update, Legal Topics, CJA Emergency Vehicle Operations, CJA Legals Update, and CJA Criminal Domestic Violence.

CAREER DEVELOPMENT

Career development is an elective training program, seminar, conference or other training opportunity which may be available either internally (within the Department) or externally (from other state agencies, private vendors or professional organizations).

PROBATION AND PAROLE AGENTS

BASIC CORE TRAINING TRACK

FIRST YEAR

- ▶ DPPPS Orientation (1 day classroom session)
- ▶ Basic Law Enforcement Training (9 weeks, Criminal Justice Academy)
- ▶ DPPPS Agent Basic Training (in county office)

ANNUAL IN-SERVICE

SECOND AND SUBSEQUENT YEARS

- ▶ Firearms (1 day Range Session)
- ▶ PPCT/Defensive Tactics (1 day Gymnasium Session)
- ▶ Physical Fitness Evaluation
- ▶ Arrest Scenario
- ▶ DPPPS Legal Topics
- ▶ CJA Emergency Vehicle Operations (EVO) Updates
- ▶ CJA Criminal Domestic Violence (CDV) Updates
- ▶ CJA Legals Update
- ▶ Word Perfect, PIC (As needed)

CAREER DEVELOPMENT ELECTIVES

-
- ▶ Ethics for Community Corrections
 - ▶ Managing Young Offenders
 - ▶ Addiction Awareness
 - ▶ Mentor Training (Self Paced Workbook)
 - ▶ Work Smarter, Not Harder (Organizational Skills Self Paced Workbook)

Journey and Senior Agents are required to participate in 40 hours of training annually. This includes core in-service, career development options, or outside seminars.

SELECTION

Career development options will be selected by the employee with guidance and approval from his or her immediate supervisor.

PROBATION AND PAROLE MANAGERS

BASIC CORE TRAINING

Upon promotion to supervisor:

- ▶ Survival Skills for Supervisors (Self Paced Workbook)
- ▶ Human Resources: Practice, Policies and Procedures (This is a 2 day session and will be scheduled within 2 months of the promotion)

Within 6 months of promotion:

- ▶ Supervisory Skills (2 day classroom session)
- ▶ Supervisor OIS
- ▶ Cashier Training
- ▶ Parole Information Center (PIC)

CORE IN-SERVICE FOR SUPERVISORS WHO ARE C-I CERTIFIED:

- ▶ DPPPS Legal Topics
- ▶ Firearms annual certification
- ▶ PPCT/DT annual certification
- ▶ Physical Fitness Evaluation
- ▶ Arrest Scenario
- ▶ CJA Legals Update
- ▶ CJA Criminal Domestic Violence (CDV) Update
- ▶ CJA Emergency Vehicle Operation (EVO) Update
- ▶ WordPerfect, PIC (As needed)

CAREER DEVELOPMENT ELECTIVES

- ▶ Coaching Skills for Supervisors
- ▶ Interviewing Skills
- ▶ Managing Change

Probation and Parole Managers are required to participate in a minimum of forty hours of training annually. This includes core in-service, career development options and outside seminars.

ADMINISTRATIVE SUPPORT CORE TRAINING

BASIC CORE TRAINING

- ▶ DPPPS Orientation (1 day classroom session)
- ▶ Administrative Support Basic Training (1 day classroom session)
- ▶ Computer Skills and Offender Information System Training (2 ½ days classroom session)
- ▶ Field Training (60 days in the county office)
- ▶ Newly Hired Field Adm. Support Staff (Upon Hire)

CAREER DEVELOPMENT ELECTIVES

- ▶ Conflict Resolution for Administrative Staff
- ▶ Time Management for Administrative Staff
- ▶ Stress Management for Administrative Staff
- ▶ Telephone Communications

MISCELLANEOUS CORE TRAINING FOR ALL STAFF

- ▶ Communicable Disease Update
- ▶ Workplace Safety Update

OTHER STAFF TRAINING

- ▶ DPPPS Orientation for New Employees
- ▶ NCIC Training
- ▶ Computer Skills Training
- ▶ Cashiers Training

QUALITY IMPROVEMENT ELECTIVES

- ▶ 7 Habits of Highly Effective People
- ▶ 7 Management and Planning Tools
- ▶ Tools and Techniques for Teams
- ▶ Fourth Generation Management
- ▶ Team Facilitation Skills
- ▶ “We Care” Behavioral Styles Training

Professional Certification Programs

What certification programs are offered?

The SC Budget and Control Board, Office of Human Resources, offers three certification programs for state employees: the Public Professional Development (PPD), the Associate Public Manager (APM) and the Certified Public Manager (CPM).

Through these course and application activities, the PPD and the APM programs help candidates gain essential knowledge and skills to be effective and successful in the public-sector environment. The CPM Program offers mid level managers and experienced supervisors, with demonstrated leadership potential, an advanced program of study to develop their management and leadership abilities.

Who should attend?

PPD - Professional/Technical staff who want to enhance their ability to work with teams, gain presentation skills, and manage priorities.

APM - New or experienced supervisors who would benefit from a comprehensive program that covers the role and skills required of supervisors in today's work environment.

CPM - Candidates with demonstrated leadership potential are nominated by the Department to participate in this challenging and rewarding 18 month program.

What are the criteria for applying?

- A "Meets" or above rating on your last Employee Performance Management System evaluation.
- Employed within DPPPS for at least two years.
- No documented disciplinary action within the last two years.

How do you apply?

If you meet the above criteria and are interested in applying, here is what you need to do:

- Obtain and complete an application form from the Staff Development and Training Section or online at www.ohr.sc.gov.
- Obtain a recommendation letter from your immediate supervisor to participate in the program. The letter must be endorsed by your Divisional Manager and/or Deputy Director, as applicable.
- Send the above information (application and recommendation from supervisor) to the Director of Staff Development and Training.

Enrollment

- SDT will coordinate your initial enrollment in the certification program with the S. C. Budget and Control Board's Office of Human Resources.

Registering for courses

- Once you are enrolled in the certification program, you accept ultimate responsibility for managing your progress through the program. This means that you are responsible for registering for any needed courses. Register as you would for any Career Development course. Please note that there is a charge for each required class. It is up to your Divisional Manager to determine if the Department will pay the fee for the course.

WHO DOES WHAT

Staff Development and Training

Angela Brown
Director
803.734.2810
abrown@ppp.state.sc.us

Jacqueline (Jackie) Baker
Conference and Training Registration/Notifications
Professional Certification Programs
Staff Training Maintenance (AIMS)
803.734-4892
jbaker@ppp.state.sc.us

Melissa Fricker Ray
Firearms Program Logistics/Scheduling
Instructor Certification
Class I Law Enforcement Re-certification
DPPPS Basic Training Program
803.734-9234
mfricker@ppp.state.sc.us

Debbie Shoemaker
CJA Registration/Logistics/Scheduling
New Employee Orientation Logistics/Scheduling
DPPPS Basic and Field Training Logistics/Scheduling
803.734.9343
dshoemaker@ppp.state.sc.us

Lavenia Simmons
Administrative Support Program
Arrest Scenario Program Logistics/Scheduling
Pressure Point Control Tactics Logistics/Scheduling
Physical Fitness Evaluation Logistics/Scheduling
Medical/Military Issues/Excuses
803.734.9338
lsimmons@ppp.state.sc.us

OTHER TRAINING

Denise Sox (FIOS)
NCIC Training
803.734.9301
dsox@ppp.state.sc.us

Garry Monjo
Quality Improvement Training
803.734.1416
gmonjo@ppp.state.sc.us

Computer Training (803.734.9346)

ADMINISTRATIVE SUPPORT CORE TRAINING

FIELD ADMINISTRATIVE SUPPORT BASIC TRAINING

In this course you will learn basic communication skills and office safety techniques.

Date/Time/Location: Tuesday, December 6, 2005

9:00am - 4:00pm

Central Office

Who should attend: Attendance is mandatory for newly hired Field Administrative Support Staff.

Credit Hours: 6

ADMINISTRATIVE SUPPORT FIELD TRAINING

The Department's Field Training Program for Administrative Support Staff provides the newly hired field administrative support person the opportunity to acquire the necessary knowledge, skills and techniques needed to properly perform their job. It also provides the new administrative support person the opportunity to learn and practice procedures unique to their assigned county.

Field Training is conducted in the trainee's county office. Certified Field Trainers in each county office are provided with the Administrative Support On-The-Job Training Lesson Designs.

Dates: Field Training begins immediately upon the trainee's employment with the Department.

Who should attend: Required for all newly hired field administrative support staff.

ADMINISTRATIVE SUPPORT CHEMICAL WEAPONS

In this course you will receive information regarding the use of oleoresin capsicum chemical weapons. This will include:

- *The chemical makeup of Oleoresin Capsicum.
- *Proper carrying and utilization techniques.
- *Proper decontamination and first aid procedures.
- *Appropriate instances in which the use of Oleoresin Capsicum is justified by law and department Policy and Procedure Supervision 126.

Date/Time/Location: Thursday, November 14, 2005

9:30am - 12:30pm

Central Office

Who should attend: Newly Hired Field Administrative Support Staff (Upon Hire)

Credit Hours: 2

ADMINISTRATIVE SUPPORT ELECTIVES

TIME MANAGEMENT FOR ADMINISTRATIVE STAFF

No one ever has enough time. In this workshop you will learn factors that cause us to waste time. You will also learn ways to combat these time wasters and learn how to get more done in your work day.

Date: To be announced

Time: 9:00am - 1:00pm

Location: Central Office

Who should attend: Administrative Staff

Credit Hours: 4

STRESS MANAGEMENT FOR ADMINISTRATIVE STAFF

In this workshop you will identify stressors within your personal as well as professional life. You will learn ways your attitude affects your stress level and also learn coping mechanisms for managing your stress.

Date: To be announced

Time: 9:00am - 1:00pm

Location: Central Office

Who should attend: Administrative Staff

Credit Hours: 4

TELEPHONE COMMUNICATIONS

The telephone is one of the most commonly used and can be the most commonly misused tool in businesses today. In this course you will learn how to convey a professional impression on the telephone. You will examine different aspects of your voice and ways in which to improve it. You will also learn the proper procedures for handling incoming and outgoing calls, screening calls and taking accurate messages.

Date: To be announced

Time: 9:00am - 1:00pm

Location: Central Office

Who should attend: Administrative staff

Credit Hours: 4

CONFLICT RESOLUTION FOR FIELD ADMINISTRATIVE SUPPORT STAFF

In this course participants will learn conflict resolution techniques. Participants will also learn how to assess their conflict management patterns and cooperative resolution techniques.

Date: Tuesday, September 20, 2005

Time: 9:00am - 1:30pm

Location: Central Office

Who should attend: Administrative staff

Credit Hours: 4 ½

AGENCY ORIENTATION

NEW EMPLOYEE ORIENTATION

The New Employee Orientation program provides new employees with information about insurance, leave, pay and benefits.

Dates: To Be Announced

Time: 9:00am - 4:00 pm

Location: Central Office

Who should attend: All new employees

Credit Hours: Six (6)

NEW AGENT IN CHARGE ORIENTATION TRAINING

The Agent In Charge Orientation program is designed for newly promoted Agents In Charge (AIC's). This course contains information necessary to assist new AIC's to transition into their new position.

Credit Hours: 9 Hours (1.5 days)

Registration:

Newly promoted AIC's will be scheduled by the Staff Development and Training Section upon promotion. The Central Office briefings will be held in Central Office. The new AIC's Regional Director will schedule the Regional briefings.

COMPUTER TRAINING

BASIC COMPUTER SKILLS TRAINING

This two and a half day program provides an introduction to WordPerfect and the Department's Offender Information System.

Date/Time/Location: To Be Announced

Who should attend: Agents, Administrative Support Staff, as required.

Registration:

Participants will be scheduled by the Staff Development and Training Section.

Credit Hours: 16

NCIC PRE-SENTENCING AND PEOPLE FILES CERTIFICATION

This course contains more information on the NCIC warrant files for operators who will be entering into these data bases.

Date/Time/Location: To Be Announced

Who should attend: Those personnel accessing these systems.

Credit Hours: 16

COMPUTER TRAINING

CASHIERS TRAINING

Cashier Re-Certification is designed to reinforce consistency in cash handling procedures throughout the counties. Cashiers are also informed and instructed on any relative changes made to the OIS Program, Department Policy & Procedure and/or SC laws and statutes which govern the Department's role as trustee of victim restitution. After completing the training, Cashiers should be able to successfully complete a re-certification test with a score of 85 or better.

Date/Time/Location: To Be Announced

Who should attend: Cashiers

Credit Hours: 3

PIC TRAINING

In this course the user will learn how to run and use the PIC reports; how to open the PIC windows; and how to edit or enter information.

Date/Time/Location: To Be Announced

Who should attend: Those personnel accessing these systems.

Credit Hours: 3

PIC TRAINING FOR SUPERVISORS

In this course the supervisor will learn how to run and use the PIC reports; how to open the various PIC windows; how to edit or enter information; and how to mark an investigation as completed.

Date/Time/Location: To Be Announced

Who should attend: Supervisors accessing these systems.

Credit Hours: 3

CORE TRAINING FOR ALL STAFF

COMMUNICABLE DISEASE

In this OSHA mandated course, you will receive the most current information on airborne and blood borne pathogens.

Dates: Annually

Who should attend: Required for all staff.

Credit Hours: To Be Announced

WORKPLACE SAFETY

This annual update will inform employees of the most up to date information regarding workplace safety.

Dates: Annually

Who should attend: Required for all staff.

Credit Hours: To Be Announced

AGENT CORE TRAINING

AGENT BASIC TRAINING

DPPPS Agent Basic Training provides an introduction to the Department along with a thorough review of the requirements of an Agent's position.

This training session teaches the skills necessary to supervise offenders successfully.

Date/Time/Location: Conducted in the county office.

Registration: Staff Development and Training will enroll new Agents for this class.

AGENT IN-SERVICE TRAINING

ARREST SCENARIO TRAINING

The Arrest Scenario Training Program is a 1 day training program consisting of scenarios designed to focus on tactics involving out of office or field arrests. The training focuses on the strategy of arrests and building entry tactics that are practical of Probation and Parole Agents. In addition, it emphasizes the need for preparation and pre-warrant service planning by taking into account all risk factors involved in affecting a safe arrest. All scenarios were taken from actual Use of Force Incident reports and are appropriate and winnable. The goal of the training is to promote safety, teamwork, and instill a higher level of confidence.

Dates: Dates and times will be coordinated through Staff Development and Training.

Who should attend: All C-1 certified staff. Priority in scheduling will be given to those agents who routinely participate in warrant service.

Credit Hours: 9

* Continuing Law Enforcement Education (CLEE) will be awarded for this course.

FIREARMS RE-CERTIFICATION

You will practice various refresher exercises and then will be required to shoot a minimum score of 75% on the Tactical Pistol Course. This course requires that you shoot from various positions at distances ranging from 1 ½ to 25 yards. In addition, you will complete a 12 round Stress/Exertion Course as well as a 40 round Low Light/Night Course every third year.

Dates: Dates and times will be coordinated through Staff Development and Training.

Who should attend: All C-1 certified staff.

Credit Hours: 4-8

* Continuing Law Enforcement Education (CLEE) will be awarded for this course.

AGENT IN-SERVICE TRAINING CONTINUED

DPPPS LEGAL TOPICS IN- SERVICE

This course covers revisions and updates in state and federal laws that pertain to probation and parole matters. Areas of interest concerning general probation and parole matters such as searches and seizures, arrest processes, revocation hearings, criminal domestic violence and other assorted topics are presented.

Dates: Dates and times will be coordinated through Staff Development and Training.

Who should attend: All C-1 and C-2 certified staff.

Credit Hours: To Be Announced

PHYSICAL FITNESS EVALUATION

Participants will be required to complete course A or B according to Policy #135.

Dates: Dates and times will be coordinated through Staff Development and Training.

Who should attend: All C-1 certified staff

Credit Hours: 1

PRESSURE POINT CONTROL TACTICS - PPCT

You will review the speed cuffing techniques and the defensive kicks and strikes taught in Basic Training. Also covered are weapon retention techniques, use of oleoresin capsicum chemical weapons, and collapsible baton techniques.

Dates: Dates and times will be coordinated through Staff Development and Training.

Who should attend: All C-1 certified staff.

Credit Hours: 6

* Continuing Law Enforcement Education (CLEE) will be awarded for this course.

EMERGENCY VEHICLE OPERATION (EVO) UPDATE

In this SC Criminal Justice Academy mandated course, you will receive pertinent information regarding the operation of emergency vehicles.

Dates: Annually (During your certification year).

Who should attend: All C-1 and C-2 certified staff. Participants will be scheduled through Staff Development and Training.

* Continuing Law Enforcement Education (CLEE) will be awarded for this course.

AGENT IN-SERVICE TRAINING CONTINUED

CRIMINAL DOMESTIC VIOLENCE (CDV) UPDATE

In this SC Criminal Justice Academy mandated course, you will receive the most current information on Criminal Domestic Violence issues.

Dates: Annually (During your certification year).

Who should attend: All C-1 certified staff. Participants will be scheduled through Staff Development and Training.

* Continuing Law Enforcement Education (CLEE) will be awarded for this course.

LEGALS UPDATE

This SC Criminal Justice Academy mandated course will inform you of the most current legal updates for law enforcement officers in South Carolina.

Dates: Annually (During your certification year).

Who should attend: All C-1 and C-2 certified staff. Participants will be scheduled through Staff Development and Training.

* Continuing Law Enforcement Education (CLEE) will be awarded for this course.

AGENT CAREER DEVELOPMENT ELECTIVES

ETHICS FOR COMMUNITY CORRECTIONS

Probation and Parole Agents face ethical issues in many facets of their jobs. Ethical decision making is critical in order for integrity to be maintained. In this workshop, you will discuss ethical issues facing line staff and work through a 5-step model for making ethical decisions.

Date: To Be Announced

Time: 9:00am - 1:00pm

Location: Central Office

Who should attend: Those who are in the Agent Career Track.

Credit Hours: 4 (CLEE Credit)

ADDICTION AWARENESS

This course will briefly review the dynamics of addiction. Information on current street drugs will be covered in detail to include the effects and duration with regards to drug testing. The cycle of relapse will be covered with emphasis on increasing the agent's perspective. The Department's Directive will be reviewed with emphasis on the agent employing a proactive stance. The Agents will practice the skills needed in order to support the Directive and avoid becoming an enabler.

Date: ~~Wednesday, September 28, 2005~~ (Date to change to late November/early December 05)

Time: 9:00 am - 4:00pm

Location: Central Office

Who should attend: Those who are in the Agent Career Track.

Credit Hours: 6

* Continuing Law Enforcement Education (CLEE) will be awarded for this course.

AGENT CAREER DEVELOPMENT ELECTIVES CONTINUED

MANAGING YOUNG OFFENDERS

This workshop explores the stages of normal adolescent development versus troubled adolescent development and the implications of adolescent development on the young offender population. This workshop also includes an introduction to gangs in South Carolina and explains why gang activity is often prevalent in the young offender population. Strategies for supervising young offenders and tips on supervising young offenders involved in gangs are also discussed in this workshop.

Date: To be announced

Time: 9:00am - 4:00pm

Location: Central Office

Who should attend: Those who are in the Agent Career Track.

Credit Hours: 6 (4 Hours of CLEE Credit)

ORGANIZATIONAL SKILLS (SELF PACED)

Organizational skills are important tools that Probation and Parole Agents can use to accomplish the increasing number of tasks that are required to accurately supervise a caseload. In this workshop you will identify some basic organizational skills, time wasters, and tips that can be used to accomplish more in your day through proper planning and organization.

Target Audience: Agents wanting to improve their organizational skills

Credit Hours: 6

MENTORING (SELF PACED)

A mentor is a person who uses their relationship with new employees to help guide and encourage them to reach their goals. The goal of this training is to provide participants with the information and skills necessary to enhance their abilities to become successful mentors for the Department.

Target Audience: Anyone desiring to be a mentor.

Credit Hours: 4

SUPERVISOR CORE TRAINING

BASIC SUPERVISOR DEVELOPMENT

All new supervisors are required to complete this two-part course once they are promoted or hired into the supervisor position.

Survival Skills For New Supervisors

This workbook is a self paced manual for new supervisors. New supervisors will find basic information to help them in their new role as a supervisor. This guide will assist the new supervisor until they can be enrolled in Supervisor Training.

Human Resources Practices, Policies and Procedures

This 2 day session focuses on conducting the Employee Performance Management System, Sexual Harassment, Progressive Discipline, Grievances, and the American with Disabilities Act.

Dates: August 24 & 25 (Wednesday & Thursday)
Time: 9:00am - 4:00pm
Location: Central Office

Prerequisite: Before attending the workshops, participants must complete the "Survival Skills for Supervisors" self-instructional workbook. The Staff Development and Training Section will mail this to all new supervisors upon notification of the promotion or hire.

Who should attend: All new supervisors.

Registration:

All new supervisors will be scheduled by Staff Development and Training.

Credit Hours: 12

Supervisory Skills

This two day session includes information and skills practice in the following areas: Problem Solving, Motivation, Communication, Time Management, Delegation, and Leadership Styles.

Date: Monday - October 24, 2005
Thursday - October 27, 2005
Time: 9:00am - 4:00pm
Location: Central Office

Who should attend: All new supervisors.

Registration: All new supervisors will be scheduled by Staff Development and Training.

Credit Hours: 12 (4 hours of CLEE Credit)

SUPERVISOR CAREER DEVELOPMENT ELECTIVES

MANAGING CHANGE

This training program will help supervisors understand the effects of change on themselves and their staff. The six step process presented in the session will enable supervisors to more successfully implement required changes. Since even carefully planned changes do not always turn out as expected, the role of flexibility in adapting to change is explored.

Date/Time/Location: ~~Thursday – November 10, 2005~~ (Cancelled)

Who should attend: New Supervisors

Credit Hours: 4 (4 hours of CLEE Credit)

COACHING SKILLS

Supervisors are an integral part of the Department's training process. Once employees learn new skills and information in a training session, the reinforcement, support and guidance they receive from their supervisor is critical in ensuring they will use the new skills on the job. In this course, supervisors will learn skills to reinforce, support and guide their employees.

Date/Time/Location: To be announced

Who should attend: Supervisors or other interested employees (such as APM candidates)

Credit Hours: 6 (4 hours of CLEE Credit)

EMPLOYMENT INTERVIEWING SKILLS

In this workshop supervisors will learn the necessary steps to prepare for and conduct an effective employment interview.

Supervisors will also learn to use a selection prioritization matrix to help select the best candidate for the job.

Date/Time/Location: To be determined

Who should attend: New Supervisors and other interested employees (such as APM candidates)

Credit Hours: 5

QUALITY IMPROVEMENT ELECTIVES

SEVEN MANAGEMENT AND PLANNING TOOLS

This workshop provides you with information and skills necessary to use seven tools that use and display verbal data. These tools are meant to compliment the tools learned in the Tools and Technique's for Teams workshops, which are designed to collect and analyze data. Through the use of video presentations, small group activities and large group discussions you will review, then practice each of the tools. You will then be given specific problem situations to determine first which tool to use, then how to apply the tool.

Date/Time/Location: To be announced

Who should attend: Anyone involved in leading teams and committees through the problem-solving process; Quality Council members, managers, supervisors, and APM candidates.

Credit Hours: 12

SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE

The Seven Habits of Highly Effective People training program teaches seven distinct habits that lead to effectiveness: Habit 1: Be Proactive; Habit 2: Begin with End in Mind; Habit 3: Put First Things First; Habit 4: Think Win-Win; Habit 5: Seek First to Understand; Habit 6: Synergize; Habit 7: Sharpen the Saw. The Seven Habits apply to all four levels of leadership: personal, interpersonal, managerial and organizational.

Objectives:

Learn how to focus on things you can influence. Work toward principle-centered, value-driven, and mission oriented personal and organizational development. Learn agreement and negotiation skills to improve relationships with customers, suppliers, colleagues, and employees at all levels.

Date/Time/Location: To be announced

Who Should Attend: Managers, Supervisors, APM Candidates. Quality Council Members (on space available basis)

Credit Hours: 24

TOOLS AND TECHNIQUES FOR TEAMS

In this course you will learn the fundamentals of participating on quality improvement teams. Topics include: a systematic approach to problem solving, and use of quality improvement tools and techniques. Using a case study, you will experience the team process and deliver a practice management presentation based on the team recommendation.

Date/Time/Location: To be announced

Who should attend: Those who are appointed to serve on or lead quality improvement teams, committees and Quality Council Members.

Credit Hours: 24

QUALITY IMPROVEMENT ELECTIVES CONTINUED

FOURTH GENERATION MANAGEMENT

This three-day video-based program developed by Brian Joiner teaches the essential components of the Total Quality Improvement philosophy. The eight modules focus on different aspects of the Joiner triangle:

"Quality" - the concept of serving the customer and eliminating waste;

"The Scientific Approach" - using data to speed up learning and improvement, developing process and system thinking, and the concept of variation;

"All One Team" - treating everyone the same, practicing win-win, believing in people and focusing on releasing peoples' intrinsic motivation.

Date/Time/Location: To be announced

Who should attend: Managers, Supervisors, Quality Council Members and APM Candidates.

Credit Hours: 18

TEAM FACILITATION SKILLS

During this three-day course, participants learn the role and responsibilities of a team facilitator. They learn and apply techniques which enhance team effectiveness as well as experience the impact of group dynamics on team efforts.

Date/Time/Location: To be announced

Who should attend: Those employees who are asked to facilitate or are interested in facilitating quality improvement teams, committees or meetings.

Credit Hours: 18

WE CARE" BEHAVIORAL STYLES TRAINING

This workshop teaches skills related to identifying individual behavior styles, and methods to promote effective interaction as we work with others. Participants learn how to positively impact a customer's perception of the services we provide and ways to improve personal cooperation.

Date/Time/Location: To be announced

Who should attend: Appropriate for all Staff.

Credit Hours: 6

TRAIN THE TRAINER TRAINING

BASIC TRAINING FOR TRAINERS

This training program provides participants with the knowledge and skills necessary to design and conduct active training sessions. Employees who complete this program will become certified trainers and will be required to instruct a minimum of twelve hours per calendar year to maintain their certification. These employees may also be asked to serve on curriculum design teams.

Dates: To be announced

Who should attend: Employees interested in conducting a variety of Departmental Training Programs.

Credit Hours: 30